IT Clinical Internship

Primary Career Cluster:	Information Technology
Consultant:	Bethany King Wilkes, (615) 532-2844, Bethany.Wilkes@tn.gov
Course Code(s):	6096
Recommended Prerequisite(s):	Written recommendation of the instructor, based on student application and interview. This course may be taken concurrently with one course with approval of the instructor on a case by case basis.
Credit:	1
Grade Level:	12
Aligned Student Organization(s):	Skills USA: www.tnskillsusa.com Brandon Hudson, (615) 532-2804, Brandon.Hudson@tn.gov
Teacher Resources:	http://www.tn.gov/education/cte/InformationTechnology.shtml

Course Description

Students are eligible to take the *IT Clinical Internship* who have successfully completed all the prerequisites in the Networking Systems program of study. Prospective students must apply for admission to the class (acceptance at the discretion of the instructor). The internships are designed to be completed in an IT Support environment, such as the student's school, a community-based shop that provides IT Support, or the IT Support department of a local business. This course puts to practical use all of the skills attained in previous courses, and provides the student with valuable hands-on experience. It meets the recommended 500 hours' work experience to prepare each student to sit for the CompTIA A+ exams, which certifies industry-recognized IT Support technicians. This leads the student directly to a Tennessee Technology Center for post-secondary training, and will be recognized at TTC as having completed 485 hours within the CIT program.

NOTE: Teachers who supervise this experience must have completed the state-approved 40-hour work-based learning training.

It is strongly recommended that administration and guidance follow the scope and sequence and course recommendations as listed.

Course Standards

Standard 1.0

The student will be aware of and react to existing and potential hazards to employers/customers, coworkers and self and will prevent injury or illness through safe work practices and compliance with health and safety policies and procedures.

The student will:

    1.1   Use Standard Precautions and OSHA standards to prevent on the job injuries.
    1.2   Demonstrate the principles of body mechanics.
    1.3   Evaluate potential hazards to personnel and equipment when working with lasers, high voltage equipment, ESD, and items that require special disposal procedures.
    1.4   Use appropriate instruments and equipment as allowed by the clinical facility.
    1.5   Examine and use facility safety manual and procedure manual.

Sample Performance Task

    ➢   Develop a check list for evaluation of a safe working environment.

Standard 2.0

Students will demonstrate leadership, citizenship, and teamwork skills required for success in the school, community, and workplace.

The student will:

    2.1   Exhibit positive leadership skills.
    2.2   Participate in SkillsUSA as an integral part of classroom instruction.
    2.3   Assess situations and apply problem-solving and decision-making skills to particular client relations in the community and workplace.
    2.4   Demonstrate the ability to work cooperatively with others in a professional setting.

Sample Performance Task

    ➢   Create a leadership inventory and use it to conduct a personal assessment.

Standard 3.0

The student will demonstrate an understanding of the academic subject matter required for proficiency in IT Support.

The student will:

    3.1   Interpret and apply written and oral information related to IT Support.
    3.2   Use appropriate technical terminology in written and oral communication.
    3.3   Use mathematical functions as demonstrated in IT Support.

3.4   Demonstrate knowledge of hardware and software, as related to IT Support.

Sample Performance Task

➢   In a scenario, students will be given a situation that is within their scope of training for clinical internship.

<u>**Standard 4.0**</u>

The student will assess the value of skills acquisition to employment prospects.

The student will:

4.1   Demonstrate employment skills: i.e., attendance, time management, responsibility, professional conduct, and appearance.
4.2   Assess situations and adapt to changing situations as allowed by the facility.
4.3   Observe and assist with performance of IT Support procedures under the supervision of industry certified professionals.

Sample Performance Task

➢   Video students in a mock interview. Critique and evaluate the video for professional skills.

<u>**Standard 5.0**</u>

The student will understand legal responsibilities, limitations, and the implications of their actions within the IT Support setting and perform all duties in accordance with laws, regulations, policies and legislated rights of users/customers.

The student will:

5.1   Investigate methods used to assure confidentiality of users/customers and records at clinical site.
5.2   Investigate provider liability and common legal violations—negligence, invasion of privacy, copyright, discovery of illegal materials.
5.3   Research the purpose of various types of preventive maintenance products and procedures.
5.4   Research issues, procedures and devices for protection within the computing environment, including people, hardware and the surrounding workspace.

Sample Performance Task

➢   Following a presentation by a guest from law enforcement, the student will compare and contrast the differences in legal requirements for documentation in relation to IT Support.

Standard 6.0

The student will analyze and evaluate accepted ethical practices in the IT Support setting and perform all duties conscientiously and within established ethical guidelines.

The student will:

6.1   Employ techniques to ensure implementation of the user's/customer's rights.
6.2   Demonstrate equal and proper treatment for all users/customers.

Sample Performance Task

➢   Students will role-play the service involved in a simulated customer service situation. The situation could be the result of a virus or malware, work environment, faulty equipment, hacking, or faulty configuration of equipment.

Standard 7.0

The student will know the protocols and guidelines for collecting data, will report results and will assist the IT Support team in identifying needs, strengths, and problems.

The student:

7.1   Researches guidelines/tools for collecting customer information.
7.2   Examines documents for developing customer support plan (work order forms, time documents).
7.3   Examines a customer service plan as directed by mentor.

Sample Performance Task

➢   Students will be placed in teams and each given information to collect from a user/customer. Analyze and evaluate the data.

Standard 8.0

The student will evaluate the purpose and components of IT Support and assist in planning procedures according to protocols.

The student will:

8.1   Distinguish between short and long term solutions to a user's/customer's computer problems.
8.2   Evaluate resolution plans and propose changes.

Sample Performance Task

➢   Student will demonstrate appropriate support, in keeping with short and long term solutions and the suggested plan of resolution found in the support plan.

Standard 9.0

The student will complete a clinical internship in an area of interest.

The student will:

 9.1 Demonstrate user/customer support skills as allowed by clinical site.
 9.2 Demonstrate the use of appropriate technical terminology at clinical site and in written documentation.

Sample Performance Task

 ➢ Demonstrate the service to the user/customer by the use of specific skills as directed by a mentor.

Standard 10.0

The student will demonstrate various communication methods to give and obtain information from users/customers.

The student will:

 10.1 Demonstrate communication skills appropriate to user's/customer's needs and level of understanding.
 10.2 Examine user/customer interview tools used at clinical site.
 10.3 Examine methods of support documentation used at clinical site.

Sample Performance Task

 ➢ Students will prepare interview tools and support documentation to be used in IT Support.

Standard 11.0

The student will examine the role of the student's work in the context of the IT Support setting, relate key systems to the services performed and assess the impact of the services on the user/customer.

The student will:

 11.1 Differentiate between various IT Support services available. Evaluate needs and services of users/customers.
 11.2 Examine quality of service assurance methods used the clinical site.
 11.3 Distinguish between various services available.

Sample Performance Task

 ➢ Evaluate release forms for accuracy, confidentiality and liability.